they were the highest bidders. The company was also asked to choose one out of Gujarat, Andhra Pradesh & Maharashtra Circles. The company Choose Maharashtra Circle in addition to Kerala & Tamil Nadu. Gujarat & Andhra Pradesh have been offered to M/s. Fascel Ltd. and Ms. Tatacom Pvt. Ltd., respectively, who were the third highest bidders.

(c) Yes Sir.

(d) The Govt. has issued a letter of intent to M/s. Reliance Telecom Pvt. Ltd., for franchising the operation of Cellular Mobile Telephone Service in Assam Territorial Telecom Circle. The service is likely to commence by the end of year 1996.

**टेलीफोन उपभोक्ताओं की दुर्दशा**

1715. **श्री जनेश्वर मिश्र:** क्या **संचार** मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या सरकार को इस बात की जानकारी है कि देश भर के टेलीफोन उपभोक्ता संबद्ध अधिकारियों की लालफीताशाही और लापरवाही से परेशान हैं;

(ख) क्या सरकार ने टेलीफोन-दोष को सुधारने के लिए कोई समय सीमा तय की है या इस तरह का कोई प्रस्ताव सरकार के विचाराधीन है; और

(ग) यदि हां, तो इस प्रस्ताव पर अब तक क्या कार्यवाही की गई है और इस संबंध में तथ्य संबंधी ब्यौरा क्या है?

**संचार मंत्रालय के राज्य मंत्री (श्री सुखराम):** (क) जी नहीं। दूरसंचार विभाग के पास सुगठित लोक शिकायत निवारण तंत्र है। क्षेत्राधिकारियों से महाप्रबंधक तक के अधिकारी प्रतिदिन पूर्वनिर्धारित समय के बिना ग्राहकों से एक घंटे के लिए मुलाकात करते हैं। जिला/सर्किल/दूरसंचार विभाग के दिल्ली स्थित मुख्यालय में मामलों पर नियमित रूप से अनुवर्ती कार्रवाई करने के लिए एक पृथक लोक शिकायत निवारण प्रकोष्ठ की स्थापना की गई है।

इसके अतिरिक्त दूरसंचार विभाग के अधिकारी ग्राहकों के साथ आपसी बातचीत तथा समस्याओं के समाधान हेतु नियमित रूप से टेलीफोन अदालतों तथा खुले सत्रों का आयोजन करते हैं।

(ख) और (ग) मौजूदा मानदण्डों के अनुसार, अधिक खराबी वाले 90% से अधिक टेलीफोन तीन दिनों के अन्दर ठीक किये जाने अपेक्षित हैं। एक सप्ताह में शतप्रतिशत दोष ठीक कर दिए जाने चाहिए। एक सप्ताह से अधिक का समय लगने पर उपभोक्ता को समुचित छूट दी जाती है।

**Protecting indigenous sectors in basic telecom services**

1716. SHRI SATYA PRAKASH MALAVIYA:
DR. BAPU KALDATE:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether before floating tenders for basic telecom services, Government have taken steps to ensure that the outcome of the tendering would not imperil national security;

(b) if so, the details thereof; and

(c) how the indigenous sector of service vendors and equipment manufacturers including ITI would be protected?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) Discussions were held with the Ministry of Home Affairs. Specific condition has been added in the Tender Document, details of which are given in the statement (*see* below).

(c) At present there is no indigenous Company having experience of running Basic Service. Indigenous manufacturers of equipment will continue to provide equipment to DoT and to the Private Operators. In the tender evaluation, 3% weightage has been given for the use of indigenous equipment in the network of the Private operators.

**Statement**

*Security considerations:*

1. The LICENSEE shall not normally employ bulk encryption equipment in its network. Any encryption equipment connected to the LICENSEE's network has to have prior evaluation and approval by the TELECOM AUTHORITY.

2. The LICENSEE shall provide to the TELECOM AUTHORITY location details of switching centres, transmission centres, including routing details etc. Implementation of installation of the concerned equipment and execution of the concerned project shall be taken up only after the approval by the TELECOM AUTHORITY. Locations of these centres shall not be changed without prior approval of the TELECOM AUTHORITY.

3. In case of transmission lines, the Licensee shall take prior approval of the route from the telecom Authority before commencement of execution of the associated project.

4. The LICENSEE shall provide necessary facilities to the Government to counteract espionage, subversive act, sabotage or any other unlawful activity.

5. The LICENSEE shall make available on demand to the agencies authorised by the Govt. of India access to the switching centres, transmission centres, routes etc. for technical scrutiny and for inspection.

6. All foreign personnel to be deployed by the licensee for installation, operation and maintenance of the LICENSEE's network shall be security cleared by the Govt. of India prior to their deployment.

7. The LICENSEE shall ensure protection of privacy of communication and ensure that unauthorised interception of messages does not take place.

8. TELECOM AUTHORITY shall have the right to take over the SERVICE, equipment and network of the LICENSEE in part or in whole of the SERVICE Area in case of emergency or war or low intensity conflict or any other eventuality in public interest, as declared by the Government of India. Specific orders or direction from the Government issued under such conditions shall be applicable to the LICENSEE.

9. TELECOM AUTHORITY reserves the right to modify these conditions or incorporate new conditions considered necessary in the interest of national security.

**Reintroduction of night sections for delivery of Letters**

1717. SHRI JALALUDIN ANSARI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether thirteen night sections in Maharashtra were identified by the Sub-Committee of the consultative Committee which operate at night and connect the Post Offices in the District early morning; if so, which are these sections; and

(b) what are the reasons that Department of Posts is not reintroducing the sections e.g. Bombay-Pune and Pune-Bombay which have distinct delivery advantage?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The Sub-Committee of the Consultative Committee on review of sorting of mails recommended restoration of sorting sections on 13 routes vide list in statement (*see* below). Maharashtra does not figure in the list. The list according to the Committee was only illustrative and not exhaustive.

(b) RMS transit Sections work between Bombay and Pune. Seven transit Sections carrying closed mail bags operate on this route containing sorted mail for ensuring early delivery at the destination stations.